

Delaware WIC Program

Cashier Training Handbook



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM
FOR WOMEN, INFANTS, AND CHILDREN

INTRODUCTION

On the following pages, you will find the January 1, 2009 - December 31, 2009 Cashier Training Handbook for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

BACKGROUND

WIC is a federally funded program, which is, administered at the federal level by the Food and Nutrition Service (FNS), United States Department of Agriculture. The State of Delaware, Division of Public Health, is responsible for the administration of the Delaware WIC Program (hereafter referred to as the WIC State Agency). The WIC State Agency office is responsible for all the operations of the program in accordance with federal and state rules, regulations and guidelines.

The primary purpose of the WIC Program is to make health and nutrition services available to eligible individuals. Under the WIC Program, authorized health professionals prescribe nutritious supplemental foods and teach nutrition education to pregnant, postpartum, and breastfeeding women, infants, and children to their fifth birthday.

WIC participants receive food instruments (vouchers) to enable them to purchase WIC approved foods at local retail grocery stores. The voucher has a prescription for specific foods selected for the nutritional need of the individual with amounts listed on the front of the voucher.

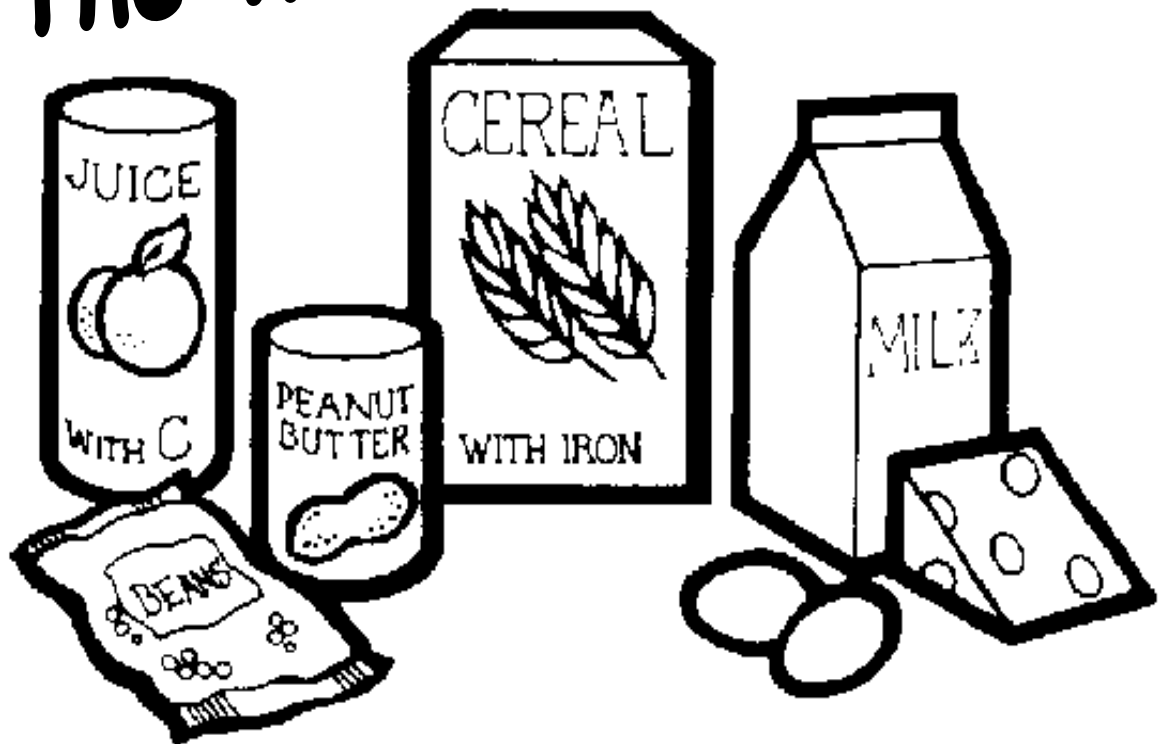
CASHIER TRAINING HANDBOOK AREAS

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NOTE: If you have any suggestions or comments, please send them to the Vendor Unit at the following address:

**Delaware WIC Program
Blue Hen Corporate Center
655 Bay Road, Suite 4B
Dover, DE 19901
ATTN: Vendor Unit**

The WIC Transaction



How do I cash a WIC voucher?

You must:

- Ask the WIC participant or proxy for her/his WIC ID folder, food instruments and cash-value voucher(s).
- Verify the transaction date is **on or after the *Don't Cash Before*** listed in the upper right corner of the WIC food instrument and cash-value vouchers.
- Verify the transaction date is **on or before the *Do Not Use After*** listed in the lower left corner of the WIC food instrument and cash-value vouchers.
- Check the name and ID number on the food instruments and cash-value vouchers to match the information on the WIC ID folder.
- Check the food items that are being purchased with each voucher against the list of authorized WIC foods.
- Ring up the WIC foods being purchased for each food instrument and cash-value voucher.
- Write the total actual cost of WIC foods, in ink, in the amount box.
- Verify dollar amount does not exceed dollar amount on the cash-value voucher.
- Have the participant or proxy sign each voucher **after** you have written the amount on the food instrument and cash-value voucher.
- Verify that the signature on the voucher is one of the signatures listed on the WIC ID folder.
- Endorse the back of the voucher. (Options: Write your WIC vendor ID number **or** use a stamp that has your store name **or** run the voucher through the cash register.)
- Use the vendor stamp in the designated area on the front of the WIC voucher(s).

Remember to:

- ☒ Separate the WIC approved foods from the regular groceries.
- ☒ Not give the WIC participant or proxy any cash as a part of the WIC transaction.
- ☒ Not give the WIC participant or proxy a raincheck for any items that are not available.
- ☒ Endorse the back of the voucher.
- ☒ Use the vendor stamp in the designated area on the front of the WIC voucher(s).

**Participant
ID Number**

**Participant
Name**

**Voucher
Number**

**Vendor
Authorization
Stamp**

Issue Date

**Amount
Box**

Signature Box

**Authorized
WIC Foods**


Expiration Date

**Validation
Statement**

Page 4

1234567	DOE, SARAH	999	9876543	04/03/08
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE



WIC PROGRAM

PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644
DELAWARE WIC PROGRAM

60-162
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1 - CHEESE (1 POUND)
2 - MILK (1 GALLON)
- 36 OZ OR LESS WIC APPROVED ADULT CEREAL
1 - JUICE (12 OZ FRZN OR 46 OZ CAN-BOTTLE)
1 - DRIED BEAN (1 POUND)
1 - GRADE A LARGE EGGS (1 DOZEN)

PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

PAY TO THE ORDER OF

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER 05/02/08

**DELAWARE HEALTH
AND SOCIAL SERVICES**

SIGNATURE

Participant
ID Number

Participant
Name

Voucher
Number

Vendor
Authorization
Stamp

Issue Date

1234567

DOE, SARAH

999

9876543

04/03/08

PARTICIPANT I.D. NO.

NAME OF PARTICIPANT

LOCATION

VOUCHER NO.

DON'T CASH BEFORE

DELAWARE



WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 60 DAYS
FROM DATE OF ISSUE.

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PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

PAY TO THE ORDER OF

1- Up to \$8.00 FRESH Fruits and/or Vegetables

SWEET POTATOES AND YAMS ALLOWED - NO WHITE POTATOES

NOT TO EXCEED *\$8.00 --»»

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER 05/02/08

DELAWARE HEALTH
AND SOCIAL SERVICES

SIGNATURE

Validation
Statement

Expiration Date

Dollar amount
allowed for
Fresh Fruits &
Vegetables

Possible value amounts
(\$6, \$8, \$10 & \$15)

Signature Box

Amount
Box

WIC ID Folder

You have an appointment to come back to the clinic on the date and time below.

[illegible]

**LOST OR MISPLACED VOUCHERS
MAY NOT BE REPLACED!
TREAT THEM LIKE CASH!**

Authorized Foods for Women and Children

MILK - STORE BRAND, 1 Gallon size only
Fresh (No flavored), Vitamin A and D
Whole, Low Fat, Reduced Fat, Fat Free

If listed on voucher

Cultured Buttermilk, Vitamin A and D
Lactose Reduced, Vitamin A and D
Whole, Low-fat, Reduced Fat, Fat Free
Dry/Evaporated, Vitamin A and D

CHEESE - STORE BRAND, 1 pound only

Pasteurized American, Cheddar, or Mozzarella
No cheese food, product or spread
No Velveeta, Cheez Whiz, Kraft Singles
No imported, low sodium, low fat cheese
No grated, shredded, or sticks

Cereals, Cold

No individual serving sizes

General Mills	Kellogg's
Cheerios	Corn Flakes
Kix	Crispix
Corn Chex	Product 19
Rice Chex	
Wheat Chex	
Wheaties	

Cereals, Hot

Quaker
Instant Oatmeal (regular flavor), individual serving packages only

JUICE, Canned, 46-ounce, unsweetened, single strength

Juicy Juice, all flavors-(Harvest Surprise not allowed)
Orange - STORE BRAND

Apple - Lucky Leaf, Musselman's, White House, Pathmark

Juice. Frozen, 12-ounce concentrate.

Apple - Seneca (red label), America's Choice, Acme, Food Lion, Old Orchard, Pathmark

No juice drinks, juice aides, fruit punch or sweetened juices

PEANUT BUTTER - STORE BRAND, 18-ounce jar

Creamy or Crunchy
No jelly or marshmallow added

DRIED BEANS/PEAS - STORE BRAND, 1 pound package

Any mature variety
No beans mixed with spices or meat

EGGS - STORE BRAND, 1 dozen

Large, White Only

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability or retaliation.

If you require this information in alternative format (Braille, large print, audiotape, etc.), contact the USDA's TARGET Center at (202) 720-2600 (voice or TDD).

If you require information about this program, activity or facility in a language other than English, contact the USDA agency responsible for the program or activity, or any USDA office.

To file a complaint alleging discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call, toll free, (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal Relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). **USDA is an equal opportunity provider and employer.**

Revised October 2007

Doc. No. 35-05-20/07/10/12



**DELAWARE HEALTH
AND SOCIAL SERVICES**
DIVISION OF PUBLIC HEALTH

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR
WOMEN, INFANTS AND CHILDREN (WIC)
1-800-222-2189

WIC Identification Folder

Participant No.	Participant Name

The signatures below must agree with the countersignature on the WIC vouchers

Signature of Participant/Parent or Guardian of Participant

Proxy (optional)

WIC Clinic _____

Phone # _____

(Please call this number for information
or to reschedule)

Folder is not valid without a stamp
1-800-222-2189 (Administration)

Outside

WIC ID Folder

Important Reminders

- Never sign your WIC vouchers before you shop.
- Take your WIC Identification Folder and WIC vouchers to the store when you shop for WIC foods.
- Your proxy must sign the WIC Identification Folder before going to the store to shop for you.
- You are responsible for your proxy's actions. Teach your proxy how to use your WIC vouchers correctly.

Your Responsibilities

- Be courteous and considerate in the store.
- Read your WIC vouchers carefully.
- Use your WIC vouchers only at WIC authorized stores.
- Use your WIC vouchers between the "Don't Cash Before" date on your WIC voucher and the "Do Not Cash After" date on the WIC voucher.
- Buy the exact WIC foods and in the amounts listed on your WIC vouchers. It's important to get all the WIC foods listed on your WIC voucher.
- Do not make any substitutions for WIC foods listed on the WIC vouchers.
- Separate WIC foods from the other foods you are buying.
- Separate the WIC foods by each WIC voucher. Do this before you reach the cashier.
- Tell the cashier right away that you are using WIC vouchers.
- Give your WIC Identification Folder and your WIC vouchers to the store cashier immediately.
- The cashier will enter the total price for the WIC foods on each WIC voucher.
- You must sign the WIC voucher(s) after the cashier writes the total amount on the voucher(s).
- WIC foods cannot be returned for cash or credit. Rain checks are not allowed.
- Talk to the store manager if you have a complaint about the store or store clerk. Report the date, time and names of persons involved. Call the State Agency office if you are not satisfied at 1-800-222-2189.

Authorized Foods for Infants

Formula

Contract Formula
Similac Advance
Similac Isomil Advance

Infant Cereal, Gerber only

No cereal mixed with fruit
Rice
Barley
High Protein*
Oatmeal*
Mixed Grain Cereal*

*Young infants may be allergic to these.

Infant Vegetable, Gerber 2nd Foods only

2 - 3.5 ounce containers (7 oz.)
NO organic or dinners

Infant Fruit, Gerber 2nd Foods only

2 - 3.5 ounce containers (7 oz.)
NO organic, desserts or medleys

Additional Authorized Foods for Exclusively Breastfeeding Women

Tuna, Chunk Light, Packed in Water, 5-ounce Can, Store Brand
Salmon, Royal Pink Brand - Wild Alaska, Pink Salmon, water packed 7.5 oz can
NO skinless, boneless, low sodium, solid packed, diet or ready-to-serve

Additional Authorized Food for Exclusively Breastfed Infants

Infant Meat - Gerber 2nd Foods only
NO organic, graduates, sticks, or dinners

ARE YOU USING THE CORRECT VOUCHER TODAY?

REMEMBER TO CHECK THE DATE BEFORE YOU CASH THE WIC VOUCHER

Cash Voucher

(for fresh fruits and vegetables)**

All Fresh Fruits
All Fresh Vegetables
Yams & Sweet Potatoes
Pre-cut or packaged fruits & vegetables
Salad/Coleslaw/Greens in a bag

NO salad bars

NO pre-cut or packaged fruit & vegetables
with dips

NO bagged salads with dressings

NO frozen fruit or vegetables

NO canned fruit or vegetables

NO white potatoes (i.e., Idaho, Russet, Golden, Red, etc.)

Not to go over dollar amount
printed on voucher.

**No money to be collected and no change to be given

Inside

Simple Altered Voucher (example)

2345678	DOE, SARAH	999	9944227	01/17/08
PARTICIPANT ID NO	NAME OF PARTICIPANT	LOCATION	VOUCHER NO	DON'T CASH BEFORE

DELAWARE

WIC PROGRAM

PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644

DELAWARE WIC PROGRAM

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PAY TO THE ORDER OF

PLACE THE VENDOR AUTHORIZATION STAMP HERE

1 - CHEESE (1 POUND)

1 - MILK (1 GALLON)

- 36 OZ OR LESS WIC APPROVED ADULT CEREAL

2 - JUICE (12 OZ FRZN OR 46 OZ CAN-BOTTLE)

1 - DRIED BEANS (1 POUND)

1 - GRADE A LARGE EGGS (1 DOZEN)

VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT

\$ 9 45 SD

10 89

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 02/16/08

SIGNATURE

Sarah Doe

↑ Above is one example of a Simple Altered Voucher. In this example, the participant found a dozen eggs in the cart after the cashier rang up the other WIC food items. The cashier corrected the amount on the voucher.

1. What is the difference between a simple altered voucher and a complex altered voucher?

Simple Altered Voucher is a voucher that a food item has been added to; a food item has been subtracted from, has an incorrect total, or has illegible numbers on it.

Complex Altered Voucher is a voucher that is unsigned, is damaged, has numerous corrections in total, has been accepted by the wrong vendor, has been accepted with a handwritten alteration, has been accepted after the expiration date, or has been accepted before the date of issuance.

2. How do I correct a simple altered voucher?

For the simple altered voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The cashier must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts.

AUTHORIZED WIC FOOD INFORMATION GUIDELINES

2009 Agreement Period
Delaware WIC Program

INFANT CEREAL - GERBER BRAND, 8 oz. box only
<i>Varieties: Rice, Barley, High Protein, Oatmeal, Mixed</i>
NO cereal mixed with fruit or fruit bits

INFANT VEGETABLES-GERBER BRAND 3.5 oz. containers (2-pk)
<i>Varieties: 2nd Foods All vegetables</i>
NO organic or dinners

INFANT FRUIT-GERBER BRAND 3.5 oz. containers (2-pk)
<i>Varieties: 2nd Foods All fruits</i>
No organic or desserts

INFANT MEAT - GERBER BRAND 2.5 oz. containers
<i>Varieties: 2nd Foods All meats with gravy and broth</i>
No organic, dinners or graduates

INFANT FORMULA - CONTRACT BRANDS (below)
<i>Varieties: Milk Base - Similac Advance with Iron</i>
13 ounce can, concentrate & 12.9 oz. powder
<i>Varieties: Soy Base - Isomil Advance with Iron</i>
13 ounce can, concentrate & 12.9 oz. powder

MILK - STORE BRAND, gallon, 1/2 gallon & quart
<i>Varieties: Fortified with vitamin D, not flavored</i>
Applies to whole, reduced fat (2%), low fat (1%), skim ONLY

CHEESE - STORE BRAND, 1 lb package
<i>Varieties: Pasteurized American, Natural Cheddar, Mozzarella</i>
NO - cheese food, product or spread
NO - Velveeta, Cheez Whiz, Kraft Singles
NO - imported, low sodium, low fat cheese products
NO - grated, shredded, sticks, deli or 8 oz pkgs.

DRIED BEANS - STORE BRAND, 1 lb pkg
<i>Varieties: Any mature variety</i>
NO beans mixed with spices or meat

PEANUT BUTTER - STORE BRAND, 18 oz jar
<i>Varieties: Creamy or Crunchy</i>
NO - jelly or marshmallow added

EGGS - STORE BRAND, one dozen size
<i>Varieties: Large, White Only</i>

BREAD - STORE BRAND, one pound size (16 oz. only)
<i>Varieties: 100% Whole Wheat Only</i>

CEREAL (CHILD/ADULT) - BRANDS LISTED ONLY
<i>Varieties: Cold</i>
General Mills - Cheerios
General Mills - Multi-Grain Cheerios
General Mills - Kix
General Mills - Corn Chex
General Mills - Rice Chex
General Mills - Wheat Chex
General Mills - Wheaties
Kellogg's - Corn Flakes
Kellogg's - Crispix
Kellogg's - Product 19
<i>Varieties: Hot</i>
Nabisco - Cream of Wheat
Quaker - Instant Oatmeal (regular flavor)
NO - individual serving packages for COLD CEREALS
Cream of Wheat - blue box only, no individual serving pkgs
Instant Oatmeal - individual serving packages only

JUICE - BRANDS LISTED ONLY
<i>Varieties: 64 oz. bottled, unsweetened, single strength</i>
All Varieties - Juicy Juice 100% juice (Harvest Surprise-not allowed)
All Varieties - Old Orchard 100% juice
All Varieties - Welch's 100% juice
Orange - STORE BRAND, unsweetened
Apple - Lucky Leaf
Apple - Musselman's
Apple - Seneca (red label)
NO - calcium fortified juice
NO - juice drinks, juice ades, juice beverages
NO - sweetened juices
<i>Varieties: 11.5-12 oz. frozen concentrate, unsweetened</i>
Orange - STORE BRAND, unsweetened
Apple - Seneca (red label)
Apple - America's Choice
Apple - Food Lion
Apple - Pathmark
All Varieties - Old Orchard 100% juice (must have green tear strip)
All Varieties - Welch's 100% juice (must have yellow tear strip)
NO - juice drinks, juice ades, juice beverages
NO - sweetened juices
NO - calcium fortified juice

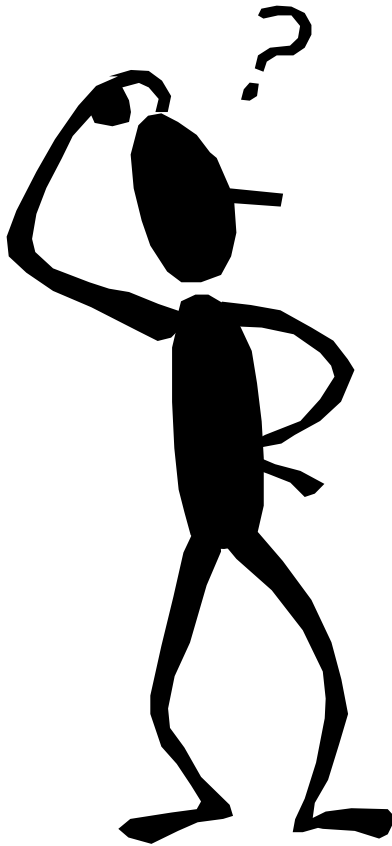
FRESH FRUIT AND VEGETABLES, produce section
<i>Varieties: All fresh fruit and vegetables</i>
NO - white potatoes (i.e., Idaho, Russet, Golden, Red, etc.)
NO - frozen, canned or prepackaged with dips/dressings

SPECIAL AUTHORIZED WIC FOODS
1-Buttermilk
2-Lactose Reduced Milk (i.e., Lactaid)
3-Powdered Milk
4-Evaporated Milk
5-Infant formulas not listed above
6-Special Kosher authorized foods

TUNA - STORE BRAND, 6/6.5 oz. can
<i>Varieties: Chunck Light, Water Packed</i>
NO - albacore, low sodium, solid pack
NO - diet or dietetic, select, fancy, white

SALMON - ROYAL PINK BRAND, 7.5 oz. can
<i>Varieties: Water Packed with skin and bones</i>
NO - skinless, boneless, low sodium, solid pack
NO - diet or dietetic

General Questions



General Questions

1. Who do I call if I have a questions or problems?

You need to contact the WIC State Agency office with any questions or problems and ask to speak to someone in the Vendor Unit. The phone number is 1-800-222-2189 or (302) 739-4614.

2. Why can't I call the clinic nearest to my store and ask them questions?

Clinic personnel do not have any authority to deal with vendor service issues.

3. What is the mailing address of the Vendor Unit?

All mail should be addressed to: Delaware WIC Program, Blue Hen Corporate Center, 655 Bay Road, Suite 4-B, Dover, DE 19901. It is best to mark envelopes "ATTN: VENDOR UNIT".

4. Should the WIC participants identify themselves?

The WIC participants are instructed to identify themselves. Sometimes the WIC participants forget to identify themselves. It is a good idea for you to ask the customer if they have any coupons, food stamps or WIC vouchers before you start to ring up the sale.

5. What are a voucher and/or a food instrument?

A voucher and/or a food instrument are the form of payment used by the Delaware WIC Program. It contains specific supplemental foods and quantities prescribed by a Nutritionist.

6. Do I have to endorse the back of the voucher before it is deposited?

Yes, you must endorse the back of the voucher. It is up to you whether you a) write your WIC vendor ID number, b) use a stamp that has your store name or c) run the voucher through the cash register.

7. What color is a voucher?

A WIC voucher is mauve and white with black printing.

8. What are the parts of a voucher?

Beginning at the upper left corner you will find: 1) *ID Number* (WIC participant ID number), 2) *Recipient Name* (WIC participant name), 3) *Don't Cash Before date* (first day the voucher can be cashed), 4) *Amount box* (cashier writes amount of purchase here), 5) *Signature box* (WIC participant or proxy signs here after amount is written in amount box), 6) *Do Not Use After date* (last day the voucher can be cashed), 7) *Authorized Foods area* (authorized WIC foods and quantities that can be purchased with the voucher), 8) *Validation Statement* (states valid transaction and redemption periods), 9) *Pay to the Order Of* (place vendor authorization stamp here before depositing the voucher). See voucher illustration in *The WIC Transaction section*.

9. Are vouchers printed or hand written?

All vouchers are created with a printer. The Delaware WIC Program NEVER uses hand written vouchers. If a voucher has foods, quantities, vendor names, participant names or ID numbers, etc. written (by hand) on it, DO NOT ACCEPT IT. This is considered a fraudulently altered voucher.

General Questions (con't)

10. What is a WIC ID folder?

A WIC identification folder is used by WIC participants and proxies to identify who is authorized, by the WIC Program, to cash vouchers.

11. What color is a WIC ID folder?

The WIC ID folder is gray with mauve printing.

12. Where can I find the information, on the WIC ID folder, that I need to use when I cash a voucher?

The outside (front) of the WIC ID folder contains the WIC participant ID number, name(s), clinic location, the blue WIC validation stamp, and the signature(s) of the participant, parent/guardian and/or assigned proxy.

13. What do I do if a WIC participant or proxy doesn't have their WIC ID folder?

Do not accept any vouchers. You may not accept any other form of identification from the person.

14. What do I do if the signature on the voucher is not listed on the WIC ID folder?

Do not accept the voucher. Only a person whose signature is listed on the WIC ID folder is authorized to cash vouchers.

15. What do I do if the name and ID number on the voucher are not listed on the WIC ID folder?

Do not accept the voucher. You have no way of knowing if the person with the voucher is actually authorized to cash it. A WIC customer should be directed to clinic to have their folder corrected.

16. What if the WIC ID folder doesn't have the blue WIC stamp?

Do not accept any vouchers. The WIC ID folder is not valid without the stamp.

17. What is a proxy?

A proxy is a person who is authorized to act for the WIC participant. She/he is authorized to redeem vouchers at the store.

18. Who can be a proxy?

A proxy may be a parent, guardian or other responsible adult over 16 years of age. The person who is a proxy should have signed the WIC ID folder before reaching the store.

19. What do I do if the WIC transaction date is before the Don't Cash Before date?

Do not accept any vouchers before the Don't Cash Before date.

20. What do I do if the WIC transaction date is after the Do Not Use After date?

Do not accept any vouchers after the Do Not Use After date.

21. How many vouchers can a WIC participant cash at one time?

The WIC participant can cash any number of vouchers at one time.

General Questions (con't)

22. What do I do if a WIC participant is cashing more than one voucher at a time?

You must handle each voucher separately.

23. What do I do when our store is out of stock of WIC foods?

The only thing that you can do is inform the WIC participant of her/his options. She/he has the following options: 1) use the voucher for those items that are available, 2) return to the store with the voucher when the item is available, or 3) use the voucher at another authorized WIC store.

24. Can I give the WIC participant a raincheck for WIC foods that are out of stock?

No. If a WIC participant cashes the voucher with WIC foods out of stock, they lose those items.

25. What do I do if my store has a special offer for example buy one get one free?

If the special offer involves a WIC food, the WIC participant may participate in the offer.

26. Can a WIC participant use coupons with the vouchers?

Yes, a WIC participant can use coupons.

27. Can a WIC participant exchange WIC food for cash?

No, you can not knowingly allow any exchange of WIC food for cash.

28. Should I give the WIC participant a cash register receipt?

You can give a WIC participant a cash register receipt, if the receipt has a code identifying it's a WIC transaction.

29. What do I do if the WIC participant tried to purchase the wrong WIC food?

Do not accept any foods that are not listed on the voucher.

30. What do I do if the WIC voucher has WIC food crossed off and other items written on it?

Do not accept the voucher. There should be no handwriting on the voucher before the WIC transaction.

31. Can a WIC participant purchase more WIC food than listed on the voucher?

No, the WIC foods are prescribed in specific quantities and sizes.

32. Can I combine the total of the WIC foods with the total of other groceries?

No, each voucher should only have the total amount of the WIC purchase.

33. Do I ask the WIC participant for any money?

No, the voucher is full payment for the WIC foods purchased.

34. Does WIC have a list of designated brands for my store?

Yes. Each manager or corporate representative has assigned designated brands for his/her store. You should refer to this list for specific brand types.

General Questions (con't)

- 35. Can I request that one of those lists be sent to a WIC participant if I notice she/he seems to have a problem selecting the correct foods?**

Yes, just contact someone in the Vendor Unit with the WIC participant name and ID number.

- 36. Can I allow substitutions for the WIC foods on the vouchers?**

No, the WIC participant can only purchase the WIC foods, in the quantities and package sizes, listed on the WIC voucher.

- 37. What do I do if the WIC participant doesn't purchase all the WIC foods listed on the voucher?**

The WIC participant may choose not to purchase all the WIC foods listed on the voucher. However, the cashier can encourage the WIC participant to purchase all foods listed on the WIC voucher.

- 38. What if a WIC participant signs the voucher before she/he comes into the store?**

Do not accept a pre-signed voucher. The WIC participant or proxy must sign the voucher in your presence.

- 39. Can I write the amount of WIC foods being purchased in pencil on the voucher?**

No, when you write the amount on the voucher it should be in ink.

- 40. What do I do when I forget to get the WIC participant to sign the voucher?**

First, you should call **1-800-222-2189** and ask to speak with someone in the Vendor Unit.

You must give the following information:

- ➔ Vendor Name and Store Number
- ➔ Recipient Name
- ➔ Recipient ID
- ➔ Voucher Issuance Date
- ➔ Voucher Expiration

The Vendor Unit will contact the participant and request the person to return to the store immediately to sign the voucher. We cannot guarantee that the participant will come in right away, or come in at all to sign the vouchers; however, our office will definitely make a strong effort to help the vendor.

Second, if a participant does not come in within ten (10) days, you must complete the Altered Voucher Form and send it to the WIC Vendor Unit.

- 41. What do I do if I make a mistake in the amount box on the voucher?**

You should follow instructions for an altered voucher. See #42, #43, and #44.

- 42. What is the difference between a simple altered voucher and a complex altered voucher?**

Simple Altered Voucher is a voucher that a food item has been added to; a food item has been subtracted from, has an incorrect total, or has illegible numbers on it.

Complex Altered Voucher is a voucher that is unsigned, is damaged, has numerous corrections in total, has been accepted with a handwritten alteration, has been accepted after the Do Not Use After date, or has been accepted before the Don't Cash Before date.

General Questions (con't)

43. How do I correct a simple altered voucher?

For the simple altered voucher, mark a line through the incorrect dollar amount and write the correct amount somewhere visible on the voucher. The cashier must initial the corrected amount. The corrected voucher can then be deposited with the vendor's daily receipts. (Refer to the Simple Altered Voucher example in the WIC Transaction section)

44. How do I handle a complex altered voucher?

An Altered Voucher Form must be completely filled out and signed by the cashier who made the error and by the store manager. In the Reason For Alteration section of the Altered Voucher Form, one of the reasons listed must be checked. The voucher with the error and the register tape must be attached to the Altered Voucher Form and sent to the WIC State Agency office.

45. What do I do if a WIC participant is physically or verbally abusive to me or other store staff?

You should follow your store policy regarding abusive customers and file a complaint with the Vendor Unit. To file a complaint, contact the WIC State Agency office and ask to speak to someone in the Vendor Unit. The phone number is 1-800-222-2189 or (302) 739-4614.

You may be asked to fill out a Vendor/Participant Complaint Form and mail or fax it to the Vendor Unit. Our fax number is (302) 739-3970.

46. What is a cash-value voucher?

A Cash Value Voucher (CVV) is a voucher for a set dollar amount that can be redeemed by the participant for the purchase of fresh fruits and vegetables, excluding white potatoes.

47. What do I do if a WIC participant is cashing more than one cash value voucher at a time?

You must handle each cash value voucher separately. There is no exchange of cash between the participant and the vendor when redeeming the cash value voucher.

48. What do I do if a WIC participant goes over the dollar amount on the cash value voucher?

You must inform the WIC participant that they cannot exceed the dollar amount on the cash value vouchers. There is no exchange of cash between the participant and the vendor when redeeming the cash value voucher.

49. What do I do if a WIC participant does not use the full dollar amount on the cash value voucher?

The WIC participant may choose not to use the full dollar amount listed on the cash value voucher. However, the cashier can encourage the WIC participant to purchase a few more fresh fruits and vegetables to get as close to the dollar amount as possible.

50. Can I combine a WIC families cash value vouchers together?

No. Each cash value voucher is to be handled separately.


Voucher Exercises



Exercise #1

1234567	DOE, SARAH	999	2000006	04/17/08
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE



WIC PROGRAM

PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644
DELAWARE WIC PROGRAM

60-152
433

1 - CHEESE (1 POUND)
1 - MILK (1 GALLON)
1 - MILK (1/2 GALLON)
- 36 OZ OR LESS WIC APPROVED ADULT CEREAL
2 - JUICE (11.5 - 12 OZ FRZN)
1 - DRIED BEANS (1 POUND)
1 - GRADE A LARGE EGGS (1 DOZEN)

PLACE THE VENDOR AUTHORIZATION STAMP HERE

PAY TO THE ORDER OF

VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT

\$

TEST MESSAGE FOR WIC CHECK....EOM
DO NOT USE AFTER: 05/16/08

DELAWARE HEALTH AND SOCIAL SERVICES

SIGNATURE

1234567 123456789

*In each group, circle all the foods that **can be purchased** with the above voucher.*

1. A. 2 – ½ gallons of milk
B. 1 dozen brown eggs
C. 1 lb. swiss cheese
D. None of the above
2. A. 1 – 46 oz. can Juicy Juice
B. 1 – 12 oz. can designated brand frozen orange juice
C. 1 – 18 oz. jar crunchy peanut butter
D. None of the above
3. A. 10 oz. box of Honey Nut Cheerios
B. 1 lb. colby cheese
C. 2 – 12 oz. cans designated brand frozen apple juice
D. None of the above
4. A. 4 quarts lactose reduced milk
B. 12 oz. block mozzarella cheese
C. 16 oz. can of pinto beans
D. None of the above
5. A. 2 lbs. dry powdered milk
B. 12 oz. box of Kellogg's Product 19
C. 1 lb. shredded cheddar cheese
D. None of the above
6. A. 4 quarts buttermilk
B. 1 dozen extra large eggs
C. 1 – 12 oz. can designated brand frozen orange juice
D. None of the above
7. A. 28 oz. box of Kellogg's Corn Flakes
B. 1 gallon skim milk
C. 1 – ½ gallon reduced fat (2%) milk
D. None of the above
8. A. 6 – 13 oz. cans evaporated milk
B. 1 lb. Kraft singles
C. 28 oz. box of Cream of Wheat
D. None of the above

Exercise #2

1234567	DOE, SARAH	999	2000006	04/17/08
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE
WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 90 DAYS
FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644
DELAWARE WIC PROGRAM

60-152
433

PAY TO THE ORDER OF

PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

1 - CHEESE (1 POUND)

1 - WHOLE MILK (1 GALLON)

- 24 OZ OR LESS WIC APPROVED ADULT CEREAL

1 - JUICE (64 OZ BOTTLE)

1 - DRIED BEANS (1 POUND)

1 - GRADE A LARGE EGGS (1 DOZEN)

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 05/16/08

DELAWARE HEALTH AND SOCIAL SERVICES

SIGNATURE

1234567
123456789

*In each group, circle all the foods that **can be purchased** with the above voucher.*

- | | |
|---|--|
| <p>1. A. 12 oz. box of Kix
 B. 28 oz. box of Cream of Wheat
 C. 9 oz. box of Multi-Grain Cheerios
 D. None of the above</p> | <p>4. A. 12 oz. box of Kix
 B. 1 lb. American cheese
 C. 18 oz. jar creamy peanut butter
 D. None of the above</p> |
| <p>2. A. 1 lb. process American cheese food
 B. 24 oz. box of Kellogg's Corn Flakes
 C. 1 - 46 oz. can Juicy Juice
 D. None of the above</p> | <p>5. A. 2 - 46 oz. cans Juicy Juice
 B. 14 oz. box of Wheat Chex
 C. 1 gallon whole milk
 D. None of the above</p> |
| <p>3. A. 1 gallon chocolate milk
 B. 1 lb. cheddar cheese
 C. 1 - 18 oz. jar low fat peanut butter
 D. None of the above</p> | <p>6. A. 1 dozen large white eggs
 B. 11.8 oz. box Quaker Instant Oatmeal variety pack
 C. 15 oz. box of Cheerios
 D. None of the above</p> |

Exercise #3

1234567	DOE, SARAH	999	2000006	04/10/2008
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE

WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 60 DAYS
FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644

DELAWARE WIC PROGRAM

60-152
433

PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

PAY TO THE ORDER OF

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 05/09/2008

DELAWARE HEALTH AND SOCIAL SERVICES

SIGNATURE

1234567
123456789

*In each group, circle all the foods that **cannot be purchased** with the voucher.*

- | | |
|---|---|
| <p>1. A. 8 oz. box of Gerber rice cereal
 B. 8 oz. box of Gerber oatmeal cereal
 C. 15 – 4.0 oz. jars Gerber apple juice
 D. None of the above</p> <p>2. A. 24 oz. box of Gerber barley cereal
 B. 8 oz. box of Gerber rice & banana cereal
 C. 10 – 2 packs Gerber apple-banana fruit
 D. None of the above</p> <p>3. A. 8 oz. box of Gerber oatmeal cereal
 B. 8 oz. box of Gerber mixed grain cereal
 C. 8 oz. box of Gerber rice cereal
 D. None of the above</p> <p>4. A. 15 – 4.2 jars Gerber pear juice w/yogurt
 B. 8 oz. box of Gerber oatmeal & pears cereal
 C. 24 oz. box of Heinz oatmeal cereal
 D. None of the above</p> | <p>5. A. 2 – 6 packs of 4.2 oz. jars Gerber juice
 B. 3 – 4.2 oz. jars Gerber prune juice
 C. 3 – 8 oz. of boxes Gerber rice cereal
 D. None of the above</p> <p>6. A. 15 – 4.2 oz. jars Gerber orange juice
 B. 8 oz. box of Gerber rice cereal
 C. 2 – 8 oz. boxes of Gerber barley cereal
 D. None of the above</p> <p>7. A. 6 pack 4.2 oz. jars Gerber assorted juice
 B. 10 – 2 packs Gerber apple medley fruit
 C. 24 oz. box of Gerber mixed grain cereal
 D. None of the above</p> <p>8. A. 8 – 4.2 oz. jars Gerber pear juice
 B. 8 oz. box of Heinz rice cereal
 C. 24 oz. box of Gerber oatmeal cereal
 D. None of the above</p> |
|---|---|

Exercise #4

- 1. If a participant does not have his/her WIC identification folder during check-out, you should:**
 - A. process the transaction anyway
 - B. ask for additional identification i.e. driver's license
 - C. not accept the WIC voucher(s)
- 2. If the cashier forgets to get the participant to sign the WIC voucher, you should:**
 - A. void the WIC transaction and pretend it never happened
 - B. forge the participant's signature
 - C. hold the voucher in the office and call the Vendor Unit
 - D. send the voucher through the bank anyway
- 3. If a participant becomes loud and abusive to you, you should:**
 - A. try to be louder and more abusive than the participant
 - B. throw food at the participant
 - C. fill out a Participant/Vendor Complaint form and send it to the Vendor Unit
 - D. follow store policy regarding abusive customers
 - E. all of the above
 - F. "c" and "d" only
- 4. If the cashier makes an error in the amount of the voucher, you should:**
 - A. fire the cashier
 - B. cross through the incorrect amount and put the correct amount above it and initial
 - C. throw the voucher out and ask the participant for another one
- 5. If a participant has pre-signed vouchers, you should:**
 - A. verify the pre-signature against the identification folder
 - B. cash the vouchers anyway
 - C. refuse the transaction and refer the participant back to their local WIC clinic
- 6. If a participant comes into your store on February 9, 20XX with vouchers dated February 10, 20XX as the date of issue, you should:**
 - A. cash the vouchers because it is only one day early
 - B. cash the vouchers and deposit them the next day
 - C. refuse the transaction and have them return to the store on or after February 10, 20XX
 - D. mark through the DON'T CASH BEFORE date and change it to February 09, 20XX
- 7. After the participant signs the WIC voucher, you should:**
 - A. put the voucher in the register
 - B. pocket the voucher
 - C. verify the signature against the identification folder
 - D. fill in the dollar amount
- 8. What should you do with the information received from today's training session...you should:**
 - A. throw it away
 - B. file it away and use it as a reference
 - C. conduct your own training session and relay the information to your staff and managers
 - D. no information received

Exercise #5

1234567	DOE, SARAH	999	2000006	02/10/20XX
<small>PARTICIPANT I.D. NO.</small>	<small>NAME OF PARTICIPANT</small>	<small>LOCATION</small>	<small>VOUCHER NO.</small>	<small>DON'T CASH BEFORE</small>

DELAWARE
WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 60 DAYS
FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644
DELAWARE WIC PROGRAM

60-162
433

10 – Isomil Advance w/iron (13 OZ CONC)

PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

PAY TO THE ORDER OF

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 03/12/20XX

DELAWARE HEALTH
AND SOCIAL SERVICES

SIGNATURE

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

1234567
123456789

1. On 2/10/20XX, Sarah Doe's mother, whose signature is listed on the outside of the WIC ID folder, goes into ABC Market and tries to purchase 9 cans of Isomil Advance w/iron concentrate.
Is this a valid transaction, yes or no?
Explain_____

2. On 2/14/20XX, Sarah Doe's father, without the WIC ID folder, goes into XYZ Market and tries to purchase 10 cans of Isomil Advance with iron concentrate.
Is this a valid transaction, yes or no?
Explain_____

3. On 2/1/20XX, Sarah Doe's mother goes into ABC Market and tries to purchase 10 cans of Isomil Advance w/iron concentrate and Gerber baby cereal. Mother has written Gerber baby cereal on the voucher. Mother's signature is listed on the first line on the WIC ID folder.
Is this a valid transaction, yes or no?
Explain_____

4. On 3/11/20XX, Sarah Doe's father goes into ABC Market and tries to purchase 10 cans of Enfamil Nutramigen Lipil concentrate. Father's signature is listed on the second line on the WIC ID folder. Father has prescription, from a doctor, to change the formula from Isomil Advance with iron to Enfamil Nutramigen Lipil.
Is this a valid transaction, yes or no?
Explain_____

5. On 3/11/20XX, Sarah Doe's father goes into ABC Market and tries to purchase 10 cans of Isomil Advance w/iron powder. Father's signature is listed on the second line on the WIC ID folder. Your store does not have any Isomil Advance with iron concentrate.
Is this a valid transaction, yes or no?
Explain_____

Exercise #6

1234567	DOE, SARAH	999	2000006	01/17/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE
WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 60 DAYS
FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644
DELAWARE WIC PROGRAM

60-152
433

1 - CHEESE (1 POUND)
1 - MILK (1 GALLON)
 - 36 OZ OR LESS WIC APPROVED ADULT CEREAL
2 - JUICE (64 OZ BOTTLE)
1 - DRIED BEANS (1 POUND)
1 - GRADE A LARGE EGGS (1 DOZEN)

PLACE THE
VENDOR
AUTHORIZATION
STAMP HERE

PAY TO THE ORDER OF

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 02/16/20XX

SIGNATURE

1234567 123456789

DELAWARE HEALTH
AND SOCIAL SERVICES


1. On 2/14/20XX, Mary Doe goes into ABC Market and tries to purchase one gallon skim milk, one 20 oz. box of Cheerios, one 14 oz. box of Wheat Chex, two 64 oz. bottle of Juicy Juice, one 16 oz. bag of dried beans and a dozen large white eggs. Mary's signature is listed on the first line on the WIC ID folder.
Is this a valid transaction, yes or no?
Explain_____

2. On 2/17/20XX, Mary Doe goes into ABC Market and tries to purchase one gallon of milk, one 10 oz. box of Cheerios, one 9 oz. box of Kix, one 7 oz. box of Kellogg's Corn Flakes, one 12 oz. box of Rice Chex, two 64 oz. bottles of Welch's grape juice, 1 lb. of Mozzarella cheese, one 16 oz. bag of dried beans and one dozen large white eggs. Mary doesn't have her WIC ID folder but has a letter showing she is on the WIC Program.
Is this a valid transaction, yes or no?
Explain_____

3. On 2/10/20XX, Mary Doe goes into ABC Market and tries to purchase one and one half gallons whole milk, 1 lb. American cheese, one 18 oz. box of Kellogg's Corn Flakes, one 14 oz. box of Cream of Wheat, two 64 oz. bottles Welch's juice, one 16 oz. bag of dried beans and one dozen large white eggs. The store is running a special: buy an 18 oz. box of Kellogg's Corn Flakes get one ½ gallon of milk free. Mary's signature is listed on the first line on the WIC ID folder.
Is this a valid transaction, yes or no?
Explain_____

Exercise #7

1234567	DOE, SARAH	999	2000006	02/10/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE



DELAWARE

WIC PROGRAM

PARTICIPANT - VALID FOR PURCHASE 30 DAYS AFTER DATE OF ISSUE. VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644

DELAWARE WIC PROGRAM

60-152
433

PAY TO THE ORDER OF

PLACE THE VENDOR AUTHORIZATION STAMP HERE

1 - Up to \$8.00 FRESH Fruits and/or Vegetables

SWEET POTATOES AND YAMS ALLOWED - NO WHITE POTATOES

*****NOT TO EXCEED *\$8.00*** -->>>**

TEST MESSAGE FOR WIC CHECK....EOM

DO NOT USE AFTER: 03/12/20XX

1234567 123456789

VENDOR FILL IN AMOUNT BELOW FOR THE ITEMS PURCHASED ON THE LEFT

\$

SIGNATURE

*In each group, circle all the foods that **can be purchased** with the above voucher.*

- | | |
|--|--|
| <p>1. A. 4 – limes (4 for a \$1.00)</p> <p>B. 1 – 2 lb. prepackaged whole raw baby carrots @ \$3.49</p> <p>C. 2 bags of Iceberg salad @ \$1.50 bag</p> <p>D. None of the above</p> | <p>3. A. 1 pint of blueberries @ \$3.45</p> <p>B. 2 – 1 lb. prepackaged frozen carrots @ \$.97</p> <p>C. 4 – 10 oz. cans green beans @ \$.39 each</p> <p>D. None of the above</p> |
| <p>2. A. 5 lb bag Russet potatoes @ \$3.49</p> <p>B. 12 ears of corn @ \$3.00</p> <p>C. 1 prepackaged vegetable tray with vegetable dip @ \$5.00</p> <p>D. None of the above</p> | <p>4. A. 3 lbs jalapeno peppers totaling \$2.98</p> <p>B. 2 lbs. prepackaged shredded carrots @ \$2.48</p> <p>C. 2 – sweet potatoes (2 for \$1.00)</p> <p>D. None of the above</p> |

Exercise #8

1234567	DOE, SARAH	999	2000006	02/10/20XX
PARTICIPANT I.D. NO.	NAME OF PARTICIPANT	LOCATION	VOUCHER NO.	DON'T CASH BEFORE

DELAWARE

WIC PROGRAM

PARTICIPANT - VALID FOR
PURCHASE 30 DAYS
AFTER DATE OF ISSUE.
VENDOR MUST DEPOSIT
WITHIN 60 DAYS
FROM DATE OF ISSUE.

PNC Bank N.A.
Jeannette, PA 15644

DELAWARE WIC PROGRAM

60-162
433

PAY TO THE ORDER OF

10 – Isomil Advance with iron (13 OZ CONC)

TEST MESSAGE FOR WIC CHECK.....EOM
DO NOT USE AFTER: 03/12/20XX

SIGNATURE

VENDOR FILL IN
AMOUNT BELOW FOR
THE ITEMS PURCHASED
ON THE LEFT

\$

1234567 123456789

What would you do if you were training a new cashier and...

1. On 2/10/20XX, Sarah Doe's mother, whose signature is listed on the outside of the WIC ID folder, comes to ABC Market (your store) and purchases 9 cans of Isomil Advance with iron concentrate. The cashier wrote the correct purchase amount and Sarah Doe's mother signed the voucher.
Explain_____

2. On 2/14/20XX, Sarah Doe's father, without the WIC ID folder, comes to XYZ Market (your store) and purchases 10 cans of Isomil Advance with iron concentrate. The father has left the store. The cashier wrote the correct purchase amount and Sarah Doe's father did not signed the voucher.
Explain_____

3. On 2/19/20XX, Sarah Doe's mother comes to ABC Market (your store) and purchases 10 cans of Isomil Advance with iron concentrate and Gerber baby cereal. Mother has written Gerber baby cereal on the voucher. Mother's signature is listed on the first line on the WIC ID folder. Mother still in line. After writing in the amount, the cashier realizes this is wrong and asks you to correct the matter.
Explain_____

4. On 3/11/20XX, Sarah Doe's father comes to ABC Market (your store) and tries to purchase 10 cans of Enfamil Nutramigen Lipil concentrate. Father's signature is listed on the second line on the WIC ID folder. Father has prescription, from a doctor, to change the formula from Isomil Advance with iron to Enfamil Nutramigen Lipil.
The cashier requests your help immediately.
Explain_____

5. On 3/11/20XX, Sarah Doe's father goes into ABC Market (your store) and tries to purchase 10 cans of Isomil Advance with iron powder. Father's signature is listed on the second line on the WIC ID folder. Your store does not have any Isomil Advance with iron concentrate. The cashier begins ringing up the formula...what do you do?
Explain_____

Answers



Answer Sheet for Exercises 1 - 8

Exercise 1					Exercise 2					Exercise 3					Exercise 4						
1	(A)	(B)	(C)	•	1	•	(B)	•	(D)	1	(A)	(B)	•	(D)	1	(A)	(B)	•			
2	(A)	•	(C)	(D)	2	(A)	•	(C)	(D)	2	•	•	(C)	(D)	2	(A)	(B)	•	(D)		
3	(A)	(B)	•	(D)	3	(A)	•	(C)	(D)	3	(A)	(B)	(C)	•	3	(A)	(B)	(C)	(D)	(E)	•
4	(A)	(B)	(C)	•	4	•	•	(C)	(D)	4	•	•	•	(D)	4	(A)	•	(C)			
5	(A)	•	(C)	(D)	5	(A)	•	•	(D)	5	•	•	(C)	(D)	5	(A)	(B)	•			
6	(A)	(B)	•	(D)	6	•	(B)	•	(D)	6	•	(B)	(C)	(D)	6	(A)	(B)	•	(D)		
7	•	•	•	(D)						7	•	•	•	(D)	7	(A)	(B)	•	(D)		
8	(A)	(B)	•	(D)						8	•	•	•	(D)	8	(A)	(B)	•	(D)		
Exercise 5																					
1	•	(N)	Explain	2/10/20SS is valid transaction date (>= Don't Cash Before and <= Do Not Use After dates) Mother's signature on WIC ID folder before the transaction + Vendor is an authorized WIC store + Quantity is 10 or less and is same brand listed on voucher																	
2	(Y)	•	Explain	Doesn't have WIC ID folder																	
3	(Y)	•	Explain	2/1/20SS is earlier than the Don't Cash Before date + Mother has altered the voucher																	
4	(Y)	•	Explain	Nutramigen is not listed on the voucher + substitutions not permitted with prescription																	
5	(Y)	•	Explain	Isomil Advance powder is not listed on the voucher + substitutions not permitted if a store is out of stock																	
Exercise 6																					
1	•	(N)	Explain	2/14/20SS is a valid transaction date (>= Don't Cash Before and <= Do Not Use After dates) + Vendor is an authorized WIC store + All foods are listed on voucher and quantities don't exceed maximums + Mary's signature on WIC ID folder																	
2	(Y)	•	Explain	2/17/20SS is after the Do Not Use After date + The ounces of cereal greater than the maximum amount on the voucher + Mary doesn't have WIC ID folder – letter is not proof of WIC ID																	
3	•	(N)	Explain	2/10/20SS is a valid transaction date (>= Don't Cash Before and <= Do Not Use After dates) + Vendor is an authorized WIC store + All foods are listed on voucher and quantities don't exceed maximums + Mary is permitted to participate in a store special as per the WIC Vendor Participation Agreement + Mary's signature on WIC ID folder																	
Exercise 7																					
1	•	•	•	(D)	2	(A)	•	(C)	(D)	3	•	(B)	(C)	(D)	4	•	•	•	(D)		
Exercise 8																					
1	Explain	Congratulate the cashier on a correct WIC transaction																			
2	Explain	Instruct the cashier that this is a complex altered voucher. (See #42.) Fill out an altered voucher form, as stated in #44. Inform cashier of importance of requesting WIC ID folder.																			
3	Explain	Void the transaction. Remind the cashier not to accept any voucher(s) that has been manually altered. Void voucher, return it to mother for her to return to her local WIC office.																			
4	Explain	Inform cashier and Sarah Doe's father that only WIC staff is authorized to change the formula on a voucher. Substitutions are not permitted even with a doctor's prescription.																			
5	Explain	Void the transaction. Instruct cashier to only accept foods listed on the voucher and that substitutions are not permitted if store is out of stock.																			

Answer Sheet for Exercises 1 - 8

Exercise 1					Exercise 2					Exercise 3					Exercise 4						
1	(A)	(B)	(C)	(D)	1	(A)	(B)	(C)	(D)	1	(A)	(B)	(C)	(D)	1	(A)	(B)	(C)			
2	(A)	(B)	(C)	(D)	2	(A)	(B)	(C)	(D)	2	(A)	(B)	(C)	(D)	2	(A)	(B)	(C)	(D)		
3	(A)	(B)	(C)	(D)	3	(A)	(B)	(C)	(D)	3	(A)	(B)	(C)	(D)	3	(A)	(B)	(C)	(D)	(E)	(F)
4	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)			
5	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)			
6	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)		
7	(A)	(B)	(C)	(D)						7	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)		
8	(A)	(B)	(C)	(D)						8	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)		
Exercise 5																					
1	(Y)	(N)	Explain																		
2	(Y)	(N)	Explain																		
3	(Y)	(N)	Explain																		
4	(Y)	(N)	Explain																		
5	(Y)	(N)	Explain																		
Exercise 6																					
1	(Y)	(N)	Explain																		
2	(Y)	(N)	Explain																		
3	(Y)	(N)	Explain																		
Exercise 7																					
1	(A)	(B)	(C)	(D)	2	(A)	(B)	(C)	(D)	3	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)		
Exercise 8																					
1	Explain																				
2	Explain																				
3	Explain																				
4	Explain																				
5	Explain																				

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